



Government Markets

User's Guide

for

**Switched Voice Services
Bulk Order Form**

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Switched Voice Services Bulk Order Form

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Introduction

The purpose of this document is to provide the user with detailed procedures on how to complete the appropriate Excel spreadsheets for Switched Voice Services (SVS) card or ANI bulk orders. This document is intended for MCI WorldCom customers that will be completing this form in order to transition to the MCI WorldCom FTS2001 service. The assumption is made that the user will be familiar with most of the terminology and basic use of the Excel Spreadsheet software application. If you have any questions related to the completion of this form, please contact your account representative.

The Bulk Ordering Form is a multi-column document in Excel Spreadsheet format. There are two types of Bulk Ordering Forms, ANI (Switched service) Bulk Ordering Form or the Card Bulk Ordering Form. Individuals needing to place a bulk order will need to complete the appropriate Bulk Ordering Form using Excel.

Card Bulk Ordering Form

The Card Bulk Ordering Form is used within FTS2001 to place bulk orders for calling cards using an Excel spreadsheet.

Column Headings

An explanation of the column headings for the Bulk Order Forms are provided as follows. Unless specified in the description column, data entered is not case sensitive. The information in Column Heading corresponds with the headings in your Excel spreadsheet. The Description column explains the meaning of the column headings as well as how to enter the information in the Excel spreadsheet.

Field Limitations

In the Description column of this document there is a *Note* that indicates the *maximum* number of characters that can be accepted by using the SVS spreadsheets. Although Excel will allow you to continue to type characters after reaching the maximum number allowed for that field, the extra characters will not be used.

Column Heading

Description

Card Number

Optional. The card number is the first printed line on the calling card. Use this *numeric only* field to enter a specific 10-digit calling card number to be issued. SVS will remove special characters such as () - . # and use the first 10 digits encountered. If this field is left blank, the system will automatically generate a calling card number (and PIN) for you.

Note: This field is limited to a maximum of 14 characters. Extra characters will be deleted automatically by SVS.

For Example: Card numbers such as (but not limited to):
(703)555-1212, 703-555-1212 and 703 5551212
are all acceptable entries.

PIN

Optional. Use this *numeric only* field to enter a specific 4-digit calling card PIN number you wish to use. SVS will remove special characters such as () - . # and use the first 4 digits encountered. If this field is left blank the system will automatically assign a PIN for you.

Note: This field is required to have exactly 4 characters. Extra characters will be deleted automatically by SVS.

For Example: Card PIN numbers 1234, 2000, and 1999 are all acceptable entries.

Suppress PIN (Y/N)

Required. Use this field to indicate whether or not you wish your PIN number to be printed on your card. Type a "Y" if you do not want the PIN printed on the card and "N" if you do want the PIN number printed on the card.

Note: The default is "N". If you leave this field blank the default of "N" will be used.

For Example: Type an "Y" in this field if you do not wish to have your PIN number printed on your card.

Number of Cards

Required. Use this *numeric only* field to identify the number of calling cards that you are requesting. If you have specified a Card Number or a PIN, this number should be "1" unless you want duplicate copies of that card.

Note: This field is limited to a maximum of 5 characters. Extra characters will be deleted automatically by SVS. SVS will also delete leading zeros (0) and use the 1st five digits encountered.

For Example: If you did not specify a card number or PIN, and you are requesting nine different cards be issued, enter a "9" in this field.

Column Heading

Description

Dialing Privilege (0 - 4)

Required. Use this field to specify how the calling card will be used. There are 5 generic dialing privilege options. If one of the 5 generic options does not meet your needs, list any additional dialing privileges in the Remarks column.

Type:

- 0** to indicate no privilege level. This indicates that you wish to have this card issued but not placed into service. You can have this card activated at any time.

Note: This selection is often used for customers that wish to have extra cards issued or reserved for future use.

- 1** to identify dialing plan calls only
- 2** to identify dialing plan calls plus calls in the USA (Including Alaska and Hawaii)
- 3** to identify dialing plan calls plus worldwide calls
- 4** to identify dialing plan calls plus USA, Canada and the Caribbean.

Note: This field is limited to a maximum of 1 numeric character. Extra characters will automatically be deleted by SVS.

For Example: **2**

Central Billing (Y/N)

Required. Use this field to identify whether or not the agency uses centralized billing. Type "Y" for Yes or "N" for No.

Note: The default for this field is No. If this field is left blank, the default of "N" will be used.

For Example: If you use centralized billing, type a "Y" in the field.

Company Name

Optional. When filled in, the name of the company will be printed on the second line of the calling card. This field allows you to identify the name of the company (or government agency) associated with the calling card.

Notes: If this field is left blank, the second line of the card will be left blank.

This field is limited to a maximum of 30 characters. Extra characters will automatically be deleted by SVS.

For Example: 123 4567 890 (first line)
 DOT (second line)

Column Heading

Description

Cardholder Name

Optional. When filled in, the name of the cardholder will be printed on the third line of the calling card. This field allows you to specify the name of the cardholder associated with the calling card.

Notes: If this field is left blank, the third line of the card will be left blank.

This field is limited to a maximum of 30 characters. Extra characters will automatically be deleted by SVS.

For Example: 123 4567 890 (first line)
 DOT (second line)
 Jane Doe (third line)

Hierarchy Code

Required. Use this field to identify the name of the agency to be associated with invoicing for this service.

Notes: This field is limited to a maximum of 30 characters. Extra characters will automatically be deleted by SVS.

For Example: 1201-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx

Service Address Line 1

Required. Use this field to identify the street address where the actual service (or the individual managing the service) is located. This is the first line of the address.

Note: This field is limited to a maximum of 30 characters. Extra characters will automatically be deleted by SVS.

For Example: 12345 Main Street

Service Address Line 2

Optional. Use this field to identify a specific location within the street address. This is the second line of the address. This line can be left blank if not applicable.

Note: This field is limited to a maximum of 30 characters. Extra characters will automatically be deleted by SVS.

For Example: 3rd Floor

Service City

Required. Use this field to identify the name of the city where the actual service (or the individual managing the service) is located.

Note: This field is limited to a maximum of 20 characters. Extra characters will automatically be deleted by SVS.

For Example: McLean

Column Heading

Description

Service State

Required. Use this field to identify the name of the state where the actual service (or the individual managing the service) is located. Type the standard two-character abbreviation for the state in ALL CAPS.

Note: This field is limited to a maximum of 2 characters. Extra characters will automatically be deleted by SVS.

For Example: Virginia should be typed as "VA"

Service ZIP

Required. Use this field to identify the U.S. Postal Service ZIP code to be associated with this service location (or the location of the individual managing the service). SVS will automatically remove special characters such as / - #, and use the 1st 5 or 9 (if supplied) digits it encounters.

In cases where only 5 digits are supplied, SVS will enter spaces in place of the 4 missing digits.

Note: This field is limited to a maximum of 12 characters. Extra characters will automatically be deleted by SVS.

For Example: ZIP code numbers such as, but not limited to, 12345, 12345-6789 are all acceptable entries.

Service Contact Name

Required. Use this field to identify the name of the person designated as the Point of Contact (POC) at the service location for this service. This is the individual that MCI WorldCom should contact in case there is an issue (i.e. fraud) with the calling card after it is placed into service.

Note: This alphanumeric field is limited to a maximum of 30 characters. Extra characters will automatically be deleted by SVS.

For Example: Ed Adams

Service Contact Phone

Required. Use this *numeric only* field to identify the 15-digit telephone number of the person designated as the POC at the service location for this service. SVS will automatically remove special characters such as () - . # and use the first 10 digits encountered.

Note: This field is limited to a maximum of 15 numeric characters. Extra characters will automatically be deleted by SVS.

For Example: Phone numbers such as (but not limited to) (703)555-1212, 703-555-1212 and 703 5551212 are all acceptable entries.

Column Heading

Description

Billing Address Line 1

Required. Use this field to identify line 1 of the street address of the agency to be associated with invoicing for this service. If you select centralized billing, do not put GSA's billing address here. Instead, please enter the address that any billing reports should be associated with. No billing reports will be mailed to this address unless you have requested them through your account team. ***This is also the address that the calling card will be mailed to. If you would like to have your calling cards shipped to an alternate address, please work with your account team representative.***

Note: This field is limited to a maximum of 30 characters. Extra characters will automatically be deleted by SVS.

For Example: 12345 Main Street

Billing Address Line 2

Optional. Use this field to identify line 2 of the above address. This line can be left blank if not applicable.

Note: This field is limited to a maximum of 30 characters. Extra characters will automatically be deleted by SVS.

For Example: 3rd Floor

Billing City

Required. Use this field to identify the name of the city of the Billing Address.

Note: This field is limited to a maximum of 20 characters. Extra characters will automatically be deleted by SVS.

For Example: Chicago

Billing State

Required. Use this field to identify the name of the state of the Billing Address. Type the standard two-character abbreviation for the state in ALL CAPS.

Note: This field is limited to a maximum of 2 characters. Extra characters will automatically be deleted by SVS.

For Example: Virginia must be entered as VA

Billing ZIP

Required. Use this field to identify the U.S. Postal Service zip of the Billing Address. SVS will automatically remove special characters such as / - #, and use the 1st 5 or 9 (if supplied) digits it encounters.

In cases where only 5 digits are supplied, SVS will enter spaces in place of the 4 missing digits.

Note: This field is limited to a maximum of 12 characters. Extra characters will automatically be deleted by SVS.

For Example: Zip Code numbers such as, but not limited to, 12345, 12345-6789 all are acceptable entries.

<u>Column Heading</u>	<u>Description</u>
Main Billing Telephone	<p><i>Required.</i> Use this <i>numeric only</i> field to identify the 10-digit main billing telephone number of the service address. SVS automatically will remove special characters such as () - . # and use the first 10 digits encountered.</p> <p><i>Note:</i> This field is <u>limited to a maximum of 15 characters</u>. Extra characters will automatically be deleted by SVS.</p> <p><i>For Example:</i> Phone numbers such as, but not limited to, (703)555-1212, 703-555-1212 and 703 5551212 are all acceptable entries.</p>
Billing Contact Name	<p><i>Required for direct billing option.</i> Use this field to identify the name of the person designated as the Billing POC for this service. If you select centralized billing, you do not need to fill this out.</p> <p><i>Note:</i> This field is <u>limited to a maximum of 30 characters</u>. Extra characters will automatically be deleted by SVS.</p> <p><i>For Example:</i> Ed Adams</p>
Billing Contact Phone	<p><i>Required for direct billing option.</i> Use this <i>numeric only</i> field to identify the current 10-digit telephone number of the Billing POC associated with the invoicing for this service. If you select centralized billing, you do not need to fill this out. SVS will automatically remove Special characters such as () - . #, and use the first 10 digits encountered.</p> <p><i>Note:</i> This field is <u>limited to a maximum of 15 characters</u>. Extra characters will automatically be deleted by SVS.</p> <p><i>For Example:</i> Phone numbers such as, but not limited to, (703)555-1212, 703-555-1212 and 703 5551212 all are acceptable entries.</p>
DAR (Preparer)	<p><i>Required.</i> Use this field to identify the name of the Designated Agency Representative (DAR) completing the Bulk Order Form. This name is to appear on the first line you prepare.</p> <p><i>Note:</i> This field is <u>limited to a maximum of 30 characters</u>. Extra characters will automatically be deleted by SVS.</p> <p><i>For Example:</i> Ed Adams</p>
Remarks	<p><i>Optional.</i> Use this field to make comments about the order.</p>

ANI Bulk Ordering Form

The ANI Bulk Ordering Form is used within FTS2001 to place bulk orders for switched services using an Excel spreadsheet.

Column Headings

An explanation of the column headings for the ANI Bulk Ordering Forms is provided as follows. Unless specified in the description column, data entered is not case sensitive. The information in Column Heading corresponds with the headings in your Excel spreadsheet. The Description column explains the meaning of the column headings as well as how to enter the information in the Excel spreadsheet.

Field Limitations

In the Description column of this document there is a *Note* that indicates the *maximum* number of characters that can be accepted by the SVS spreadsheets. Although Excel will allow you to continue to type characters after reaching the maximum number allowed for that field, the extra characters will not be used.

ANI

For purposes of clarity within this document, the term Automatic Number Identification (ANI) switched services referenced in this document will be meant to refer to the telco-assigned telephone numbers that are identified as part of the migration to FTS2001 service.

Column Heading

Description

Phone Number

Required. Use this *numeric only* field to enter the current 10-digit phone number being transitioned. SVS will automatically remove special characters such as () - . # and use the first 10 digits encountered.

Note: This field is limited to a maximum of 15 characters. Extra characters will be deleted automatically by SVS.

For Example: Phone numbers such as (but not limited to):
(703)555-1212, 703-555-1212 and 703 5551212
all are acceptable entries.

Dialing Privilege (0 - 4)

Required. Use this field to specify how the calling card will be used. There are 5 generic dialing privilege options. If one of the 5 generic options does not meet your needs, list any additional dialing privileges in the Remarks column.

Type:

- 0** to indicate no privilege level. Service not active.
- 1** to identify dialing plan calls only
- 2** to identify dialing plan calls plus calls in the USA (Including Alaska and Hawaii)
- 3** to identify dialing plan calls plus worldwide calls
- 4** to identify dialing plan calls plus USA, Canada and the Caribbean.

Note: This field is limited to a maximum of 1 numeric character. Extra characters will automatically be deleted by SVS.

For Example: **2**

Central Billing (Y/N)

Required. Use this field to identify whether or not the agency uses centralized billing. Type "Y" for Yes or "N" for No.

Note: The default for this field is No. If this field is left blank, the default of "N" will be used.

For Example: If you use centralized billing, type a "Y" in the field.

Service Address Line 1

Required. Use this field to identify the street address where the actual service (or the individual managing the service) is located. This is the first line of the address.

Note: This field is limited to a maximum of 30 characters. Extra characters will be deleted automatically by SVS.

For Example: 12345 Main Street

<u>Column Heading</u>	<u>Description</u>
Service Address Line 2	<p><i>Optional.</i> Use this field is to identify a specific location within the street address. This is the second line of the address. This line can be left blank if not applicable.</p> <p><i>Note:</i> This field is <u>limited to a maximum of 30 characters</u>. Extra characters will be deleted automatically by SVS.</p> <p><i>For Example:</i> 3rd Floor</p>
Service City	<p><i>Required.</i> Use this field to identify the name of the city where the actual service (or the individual managing the service) is located.</p> <p><i>Note:</i> This field is <u>limited to a maximum of 20 characters</u>. Extra characters will be deleted automatically by SVS.</p> <p><i>For Example:</i> McLean</p>
Service State	<p><i>Required.</i> Use this field to identify the name of the state where the actual service (or the individual managing the service) is located. Type the standard two-character abbreviation for the state in ALL CAPS.</p> <p><i>Note:</i> This field is <u>limited to a maximum of 2 characters</u>. Extra characters will be deleted automatically by SVS.</p> <p><i>For Example:</i> Virginia should be typed as "VA"</p>
Service ZIP	<p><i>Required.</i> Use this field to identify the U.S. Postal Service ZIP code to be associated with this service location (or the location of the individual managing the service). SVS will automatically remove special characters such as / - #, and use the 1st 5 or 9 (if supplied) digits it encounters.</p> <p>In cases where only 5 digits are supplied, SVS will enter spaces in place of the 4 missing digits.</p> <p><i>Note:</i> This field is <u>limited to a maximum of 10 characters</u>. Extra characters will be deleted automatically by SVS.</p> <p><i>For Example:</i> ZIP code numbers such as, but not limited to, 12345, 12345-6789 all are acceptable entries.</p>
Service Contact Name	<p><i>Required.</i> Use this field to identify the name of the person designated as the Point of Contact (POC) at the service location for this service. This is the individual that MCI WorldCom should contact in case there is an issue with the number after it is placed into service.</p> <p><i>Note:</i> This alphanumeric field is <u>limited to a maximum of 30 characters</u>. Extra characters will be deleted automatically by SVS.</p> <p><i>For Example:</i> Ed Adams</p>

Column Heading

Description

Service Contact Phone

Required. Use this *numeric only* field to identify the 10-digit telephone number of the person designated as the POC at the service location for this service. SVS will remove special characters such as () - . # and use the first 10 digits encountered.

Note: This field is limited to a maximum of 15 numeric characters. Extra characters will be deleted automatically by SVS.

For Example: Phone numbers such as (but not limited to) (703)555-1212, 703-555-1212 and 703 5551212 all are acceptable entries.

Hierarchy Code

Required. Use this field to identify the name of the agency to be associated with invoicing for this service.

Note: This field is limited to a maximum of 30 characters. Extra characters will automatically be deleted by SVS.

For Example: 1201-xxxx-xxxx-xxxx-xxxx-xxxx

Billing Address Line 1

Required. Use this field to identify line 1 of the street address of the agency to be associated with invoicing for this service. If you select centralized billing, do not put GSA's billing address here. Instead, please enter the address that any billing reports should be associated with. No billing reports will be mailed to this address unless you have requested them through your account team. ***This is also the address that the calling card will be mailed to. If you would like to have your calling cards shipped to an alternate address, please work with your account team representative.***

Note: This field is limited to a maximum of 30 characters. Extra characters will automatically be deleted by SVS.

For Example: 12345 Main Street

Billing Address Line 2

Optional. Use this field to identify line 2 of the above address. This line can be left blank if not applicable.

Note: This field is limited to a maximum of 30 characters. Extra characters will automatically be deleted by SVS.

For Example: 3rd Floor

Column Heading

Description

Billing City

Required. Use this field to identify the name of the city of the Billing Address.

Note: This field is limited to a maximum of 20 characters. Extra characters will be deleted automatically by SVS.

For Example: Chicago

Billing State

Required. Use this field to identify the name of the state of the Billing Address. Type the standard two-character abbreviation for the state in ALL CAPS.

Note: This field is limited to a maximum of 2 characters. Extra characters will be deleted automatically by SVS.

For Example: Virginia must be entered as VA

Billing ZIP

Required. Use this field to identify the U.S. Postal Service zip of the Billing Address. SVS will automatically remove special characters such as / - #, and use the 1st 5 or 9 (if supplied) digits it encounters.

In cases where only 5 digits are supplied, SVS will enter spaces in place of the 4 missing digits.

Note: This field is limited to a maximum of 10 characters. Extra characters will automatically be deleted by SVS.

For Example: Zip Code numbers such as, but not limited to, 12345, 12345-6789 all are acceptable entries.

Main Billing Telephone

Required. Use this *numeric only* field to identify the 10-digit main billing telephone number of the service address. SVS automatically will remove special characters such as () - . # and use the first 10 digits encountered.

Note: This field is limited to a maximum of 15 characters. Extra characters will be deleted automatically by SVS.

For Example: Phone numbers such as, but not limited to, (703)555-1212, 703-555-1212 and 703 5551212 all are acceptable entries.

Column Heading**Description****Billing Contact Name**

Required for direct billing option. Use this field to identify the name of the person designated as the Billing POC for this service. If you select centralized billing, you do not need to fill this out.

Note: This field is limited to a maximum of 30 characters. Extra characters will be deleted automatically by SVS.

For Example: Ed Adams

Billing Contact Phone

Required for direct billing option. Use this *numeric only* field to identify the current 10-digit telephone number of the Billing POC associated with the invoicing for this service. If you select centralized billing, you do not need to fill this out. SVS automatically will remove Special characters such as () - . #, and use the first 10 digits encountered.

Note: This field is limited to a maximum of 15 characters. Extra characters will be deleted automatically by SVS.

For Example: Phone numbers such as, but not limited to, (703)555-1212, 703-555-1212 and 703 5551212 all are acceptable entries.

DAR (Preparer)

Required. Use this field to identify the name of the Designated Agency Representative (DAR) completing the SVS Order Form. This name is to appear on the first line you prepare.

Note: This field is limited to a maximum of 30 characters. Extra characters will be deleted automatically by SVS.

For Example: Ed Adams

DAR Phone

Required. Use this field to identify the 10-digit telephone number of the DAR (Preparer above) completing the SVS Bulk Order Form. SVS will automatically remove special characters such as () - . #, and use the first 10 digits encountered.

Note: This field is limited to a maximum of 15 characters. Extra characters will be automatically deleted by SVS.

For Example: Phone numbers such as, but not limited to, (703)555-1212, 703-555-1212 and 703 5551212 all are acceptable entries.

Remarks

Optional. Use this field to make comments about the order.